3.0. *Performance Bank Guarantee (PBG):*

It is proposed that a performance bank guarantee of Rs. 2.00 crores for each category 'A' Service area, Rs. 20.00 lakhs for each category 'B' service area and Rs. 3.00 lakhs for each category 'C' service area valid for two years from any Scheduled Bank in the prescribed form shall be submitted alongwith the application for each service area.

Internet Users in India

1378. SHRI K. RAHMAN KHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of internet users in India, State-wise, serviced by National Information Centre (NIC) Network and Videsh Sanchar Nigam Ltd. (VSNL);

(b) whether Government are aware that the VSNL is unable to provide satisfactory internet services; and

(c) what steps VSNL has initiated to provide satisfactory, quick and efficient internet connectivity in view of the increase of internet users?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA):

(a) National Information Centre (NIC) is not an internet service provider. The number of internet customers served by VSNL is given in the statement-I. (*See* below).

(b) VSNL is able to provide internet services satisfactorily from all of its nodes. VSNL nodes have adequate capacity for meeting all the requirement of the customers in India.

(c) The steps initiated by VSNL to provide satisfactory, quick and efficient internet connectivity to cope up with the increase of internet users are detailed in Statement-II.

Statement-I

Number of Internet Customers served by VSNL

STATION	*TCP/IP*	*SHELL*	*STUDENT*
Mumbai	*25416*	*4907*	*8789*
Delhi	*19722*	*1572*	*3824*
Chennai	*11608*	*1651*	*2645*
Calcutta	*4880*	*924*	*1033*
Bangalore	*7374*	*1050*	*2255*
Pune	*2401*	*380*	—
TOTAL	*71401*	*10484*	*18546*

Statement-II

Steps initiated by VSNL to provide satisfactory Internet Service

VSNL has initiated the following measures:—

(i) Operation Flood

VSNL is upgrading access capacity to improve telephone lines to customer ratio from 1 : 15 to 1 : 10.

(ii) High Capacity Clustered Server

VSNL has deployed high capacity clustered SUN Servers at Mumbai, Delhi and Bangalore. VSNL Internet setup is modular and scale up to meet the growing customer base.

(iii) Remote Access Server

VSNL is in the process of deploying high density and high capacity RAS to cater the growing access demand.

(iv) International capacity

VSNL is having more than 68 Mbps capacity to various carriers for international capacity.

Modernisation and Expansion of M.T.N.L.

1379. DR. B.B. DUTTA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether M.T.N.L. has been concentrating on accelerating the pace of modernisation and expansion;

(b) if so, progress made in each service as on 31st March, 1998, separately for Mumbai and Delhi circles;

(c) whether M.T.N.L. has been emphasising on consolidation of growth, enhancing customer access, increasing customer convenience and bring about greater customer satisfaction; and

(d) if so, the details thereof alongwith steps taken in this regard, field-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) Yes, Sir.

(b) Modernisation, accelerated growth of Telecom. Network and providing new services has been the main objectives of the MTNL. The progress made as on 31st March for Delhi and Mumbai unit is given in the Statement. (See below)

(c) and (d) Yes, Sir. The details are as below:

(1) A large number of customer service centres have been opened and staff is being imparted attitudinal training progressively.

(2) Customer Service Management System (CSMS) has been already introduced in two areas in Delhi and in five areas in Mumbai. All areas are planned to be covered during 1998-99.

(3) All CSMS are being interconnected for introduction of single window clearance for all customer requirements in all areas.

(4) More cash collection centres and mobile vans for bill collection and distribution of various forms have been provided in Delhi unit.

(5) Multi media centre is in operation to provide ISDN services, fax, video conferencing and telex services in Delhi & Mumbai.

(6) To bring telecom facility at customer doorstep, STD/ISD/PCOs and local PCOs working in MTNL Delhi and Mumbai are as given below:—

	Delhi	Mumbai	Total
STD/ISD/PCOs.	8589	10134	18723
Local PCOs	25621	32143	57764

(7) Telephone directory in the form of CD-ROM corrected upto November, 1997 in Delhi and corrected upto June, 1997 in Mumbai have been made available to the general public at the rate of Rs. 100/-.

(8) Telephone Adalats are being held every three months to settle the grievances of subscribers. 42 adalats have been held till 31.3.98 in Delhi and 36 Adalats have been held in Mumbai.

(9) A new service "Helpline Service" has been introduced in Delhi for the subscribers whose telephones remained faulty for more then 48 hours.

Statement

The progress made in each service as on 31st March, 1998 for Mumbai and Delhi Circles:

	Delhi	Mumbai	Total
1. Basic Telephone Service			
(i) (a) Equipped Capacity	17,72,930	20,36,586	38,09,516
(b) DELs	15,51,111	18,55,629	34,06,740
(c) No. of Exchanges	157	132	289

	Delhi	Mumbai	Total
(d) %age of Electronic Exchanges	93.79	98.26	96.18
(e) No. of TAX Exchanges	4	3	7
(ii) OPC Systems	292	259	551
(a) 34 Mbps	28	4	32
(b) 140 Mbps	182	235	417
(c) 565 Mbps	82	20	102
(iii) Digital Microwave Systems	10	19	29
(a) 13 GHZ	7	13	20
(b) 18 GHZ	3	2	5
(c) 2 GHZ	—	4	4
2. Voice Mail Service			
(i) VMS Working	620	462	1082
3. Paging Service			
(i) No. of pagers	679	2335	3014
4. INET Service			
(i) Working INET Connection	505	419	924
5. ISDN Service			
(i) Working ISDN Connection	432	535	967
6. Mobile Car Telephone Service			
(i) Working Car Phones	41	Service not available	41
7. WILL (Wireless in Local loop) telephone service			
(i) Working WILL Service	861	Service not available	861

Upgradation of Vellamadam Post Office

1380. SHRI N. THALAVAI SUNDARAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the district-wise number of post offices in Tamil Nadu which have been upgraded during the last three years; and

(b) the reasons for delay in upgrading the Vellamadam Post Office in Kanyakumari district?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) The district-wise number of Post Offices in Tamil Nadu which have been upgraded during the last three years are shown in statement (*see* below). Upgradation has not take place in remaining districts.

(b) The proposal for upgradation of Villamadam Post Office was received under Annual Plan 1997-98. In view of the implementation of Vth Pay Commission recommendations, the financial implications of the proposal had to be re-examined. Target for this year 1998-99 for Tamil Nadu Circle have been allotted. Proposal for justification of upgradation of Villamadam PO will be re-examined during the current Year Annual Plan.